

JOB DESCRIPTION: GENERAL MANAGER

AceHMC owns and operates hotels around the world. Our company offers many benefits including hotel perks and access to health plans. If you are looking to be a part of a team whose vision is to “make lasting memorable moments for those near and far” we are excited to receive your interest.

POSITION SUMMARY:

AceHMC’s General Managers play a vital role in the well-being of our hotels, and our company as a whole. Our General Managers are proactive problem-solvers, lead by example, and continuously encourage their team members. General Managers are responsible for coordinating all day-to-day operations at our property to ensure everything runs smoothly. AceHMC places great trust in our General Managers and views them as important members of a cohesive leadership team.

This position is primarily responsible for overseeing all aspects of Property Management in accordance with AceHMC Hotels’ vision, mission, and core values. Those aspects include maximization of financial performance, guest satisfaction, and staff development within established quality standards. The General Manager is also responsible for the hiring and training of all hotel staff. As a leader, the General Manager must be a self-starter and understand the position requires 24-hour availability.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Core duties and responsibilities include the following. Other duties may be assigned.

- Recruit, train, mentor and supervise staff
- Manage budgets and maximize revenues
- Maintain statistical and financial records
- Plan maintenance work, events and room bookings
- Handle customer complaints and queries
- Promote and market the business
- Ensure compliance with health and safety legislation and licensing laws

- Meet daily with each department in the department's primary work area to check-in with team members within different divisions of the property
- Perform administrative duties in the office such as payroll, bank deposits, and follow up on operational checklists and safety training
- Facilitate a staff training meeting with team members as appropriate to maintain exceptional service level for guests and within the team
- Inspect guest rooms and "back of house" areas to ensure brand and company standards are being met
- Walk/be present on property, especially during shift changes, to ensure daily priorities are communicated, which will equip individuals and the team for success

ATTENDANCE:

Must be punctual and timely in meeting all requirements of performance, including, but not limited to, attendance standards and work deadlines; beginning and ending assignments on time; and scheduled work breaks; where applicable.

COMPETENCIES:

To perform the job successfully, an individual should demonstrate the following competencies:

Intellectual

- Analytical - Designs work flows and procedures.
- Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations.
- Project Management - Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project team activities.
- Technical Skills - Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

Interpersonal

- Internal and External Customer Service - Manages difficult or emotional situations; Responds promptly to customer needs; Solicits customer

feedback to improve service; Responds to requests for service and assistance; Meets commitments.

- External Working Relationships - Develops and maintains courteous and effective working relationships with clients, vendors and/or any other representatives of external organizations.

Leadership

- Change Management - Develops workable implementation plans; Communicates changes effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results.
- Delegation - Delegates work assignments; Matches the responsibility to the person; Gives authority to work independently; Sets expectations and monitors delegated activities; Provides recognition for results.
- Managing People - Includes staff in planning, decision-making, facilitating and process improvement; Takes responsibility for subordinates' activities; Makes self available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Solicits and applies customer feedback (internal and external); Fosters quality focus in others; Improves processes, products and services; Continually works to improve leadership skills.
- Create a work environment that is respectful of diversity, minimizes turnover and cultivates a culture of leadership development.

Organizational

- Business Acumen - Demonstrates knowledge of market and competition; Aligns work with strategic goals; Analyzes market and competition and adapts strategy to changing conditions.
- Cost Consciousness - Works within approved budget; Develops and implements cost saving measures.
- Business Necessity - The needs of the employer may be dependent on responding to and anticipating rapidly changing external and internal demands in all aspects of how business is conducted. This may include, but is not limited to, organization structure, finances, goals, personnel, work processes, technology, and customer demands. Therefore, it may become necessary to make modifications to how business is conducted and work is accomplished, with minimal or no advance notice to employees. Accordingly the employee must be capable of adapting, with minimal or no

advance notice, to changes in how business is conducted and work is accomplished, with no diminishment in work performance.

- Safety and Security -All employees are responsible for observing safety and security procedures as applicable and reporting potentially unsafe conditions to management.

SUPERVISORY RESPONSIBILITIES:

Directly supervises employees in the Front Desk, Maintenance, Housekeeping, Laundry, and Breakfast Department. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws.

Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND/OR EXPERIENCE:

High school diploma or general education degree (GED); or one to three years related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS:

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

COMPUTER SKILLS:

To perform this job successfully, an individual should have knowledge of: Internet Software; Spreadsheet Software (Excel); Word Processing Software (Word); Electronic Mail Software (Outlook); Presentation software (PowerPoint).

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job and all other jobs within the hotel. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee is frequently required to talk or hear. The employee is occasionally required to stand, walk, sit, use hands to finger, handle, or feel, reach with hands and arms, stoop, kneel, crouch, or crawl, taste or smell.

The employee must occasionally lift and/or move up to 25 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate, but can vary.

Professional attire required.

AceHMC Hotels is an Equal Employment Opportunity Employer.